



Cisco

642-243

Unified Contact Center Enterprise Support

Answer:

Drag the Cisco Unified ICM Script Editor node on the left to its function on the right.

Divert Label	Switch
Distribute	Select
Select	Divert Label
Route Select	Skill Group
Skill Group	Distribute
Switch	Route Select

QUESTION: 37

In the Cisco Unified Contact Center Enterprise solution, which command should be entered at the command prompt to invoke the Cisco Unified ICM Support Tools command-line version of the "Log Collection Utility" in interactive mode?

- A. lct
- B. lcutil
- C. lcutility
- D. lctool
- E. supporttoolslogcollection

Answer: D

QUESTION: 38

In the Cisco Unified Contact Center Enterprise deployment, agents are reporting they are getting two ACD calls from the system at once. Which three of these tools or logs would be useful to help find the cause of this error? (Choose three.)

- A. RTRTrace to enable tracing on the Cisco Unified ICM Call Router
- B. Procmon to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway
- C. TraceUtil to enable tracing on the Cisco Unified Communications Manager Peripheral Gateway

- D. EMSTrace to enable tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- E. OPCTest to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway
- F. OPCTrace to turn up tracing for OPC on the Cisco Unified Communications Manager Peripheral Gateway

Answer: A, B, E

QUESTION: 39
Refer to the exhibit.

UC Manager - Agent Phone Device (Ext 7220) Screen Shot:

Device Information	
Registration	Registered with Cisco Unified Communications Manager 66.118.134.2
IP Address	76.98.172.0
MAC Address*	000DED9C1FBB
Description	EXT 7220 Agent 180020
Device Pool*	HQ View Details
Common Device Configuration	< None > View Details
Phone Button Template*	Standard 7960 SCCP
Softkey Template	Standard User
Common Phone Profile*	Standard Common Phone Profile
Calling Search Space	HQ_International
AAR Calling Search Space	< None >
Media Resource Group List	MRGL_Pub

UC Manager - Device Associations for JTAPI/CTI User: PGuser

Controlled Devices	ct_5002 ct_5003 ENT_TransRte
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UC Manager - Device Associations for JTAPI/CTI User: IPIV/Ruser

Controlled Devices	SEP003094C3EB97 SEP99993801E93B SEP00075027BC3E Queue_7380 Queue_7381
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ICM Config Manager - Agent Explorer - Agent 180020 Info

Agent	Advanced	Skill group membership	Supervisor
Personal information			
First name: *	Agent		
Last name: *	180020		
Login name: *	agent20		
Password:	<input type="password"/>		
<input type="button" value="Login"/> <input type="button" value="Select"/>			
Enterprise name: *	System_PG_1.180020_Agent		
Peripheral name:			
AgentID (Peripheral number): *	180020 (value will be created)		

ICM Config Manager - Device Target Explorer

Select filter data:

Optional Filter	Condition	Value
None		

☐ Save

☒ Hide legend

(1) Device target

(2) Label

Click on an item to edit or view its contents.
Use the Add buttons to create new items.

In a Cisco Unified Contact Center Enterprise deployment, Agent 180020 using the Cisco Unified Communications Manager IP Phone with Extension 7220 is unable to log in to the system. Given the configuration in the exhibit, what changes need to be made to allow this agent to log in?

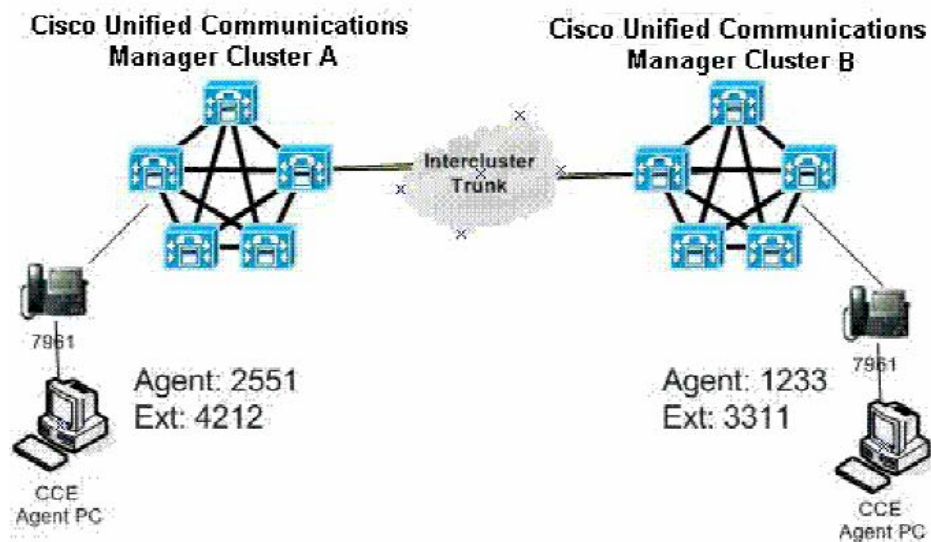
- A. Add the agent's device (IP Phone) to the Controlled Devices for PGuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.

- B. Add Agent 180020 to the "Sales" sPass group to allow the system to route calls to the agent.
- C. Add the agent's device (IP Phone) to the Controlled Devices for IPIVRuser JTAPI/CTI Application User using Cisco Unified Communications Manager Administration.
- D. Add the Role "Standard Presence User" to the PGuser configuration using Cisco Unified Communications Manager Administration.

Answer: A

QUESTION: 40

Refer to the exhibit.



In the distributed Cisco Unified Contact Center Enterprise design with multiple Cisco Unified Communications Manager clusters as shown in the exhibit, what is the impact if Agent 2551 transfers a call, routed to that agent by Cisco Unified CCE, directly to Agent 1233 using the agent extension 3311?

- A. Agent 1233 could get an ACD call routed by Cisco Unified CCE on extension 3311.
- B. Cisco Unified CCE would reject the transfer across the intercluster trunk automatically.
- C. Agent 1233 would get the call, but without any screen pop or CTI data.
- D. Cisco Unified CCE provides cradle-to-grave reporting on the call once it is sent to Agent 1233.
- E. The call would only work if both agents were using either CAD or CTI OS desktops.

Answer: C

QUESTION: 41

Drop

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg	General purpose command-line debugging on Cisco Unified ICM processes
RTTest	Used to interpret an Cisco Unified ICM Call Router's events and states
OPCTest	Determine Administrative Actions performed on Cisco Unified ICM (when/who & with which tool)
RTRTrace	Manage various SQL Server operating parameters and create/modify databases
Procmon	Interprets a Peripheral Gateway's status and statistics
ICMDBA	Sets debug levels on an Cisco Unified ICM Call Router process

Answer:

Drag and drop the Cisco Unified ICM Support Utility on the left to its function on the right.

DumpCfg	Procmon
RTTest	RTRTrace
OPCTest	DumpCfg
RTRTrace	ICMDBA
Procmon	OPCTest
ICMDBA	RTTest

QUESTION: 42

In the Cisco Unified Contact Center Enterprise system, there are several key utilities and commands that can be used to verify the state of a logged in agent. Which two of these tools or lines of syntax should be used to perform this test? (Choose two.)

A. C:\>rttest /cust UCCE /node RouterA
 RTTEST Release 7.0.0.0 , Build 14833
 rttest: list_agent_status /agent 5001

B. C:\>rttest /cust UCCE /node RouterA
 RTTEST Release 7.0.0.0 , Build 14833
 rttest: agent_status /agent 5001

C. C:\>opctest /cust UCCE /node PG1A
 OPCTEST Release 7.0.0.0 , Build 14833
 opctest: list_agents 5000

D. C:\>procmon UCCE PG1A pim1
 >>>>pim_list_agents

E. C:\>opctest /cust UCCE /node PG1A
 OPCTEST Release 7.0.0.0 , Build 14833
 opctest: dump_agents 5000 /agent 67172900

Answer: B, C

QUESTION: 43

Drop

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR	Low-level Unified CM Communications
MCVD	Script Editor
JTAPI	Cluster Framework
MARC	Archive Tool
MEDT	Workflow Application Framework

Answer:

Drag and drop the available Cisco Unified IP IVR on the left to its function on the right.

MIVR	JTAPI
MCVD	MEDT
JTAPI	MCVD
MARC	MARC
MEDT	MIVR

QUESTION: 44

Choose the correct sequence of agent state events from Agent Login to Agent Logout in the Cisco Unified Contact Center Enterprise solution.

- A. login, not ready, ready, available, reserved, talking, hold, wrap up, logout
- B. login, ready, available, reserved, talking, hold, wrap up, not ready, logout
- C. login, not ready, ready, available, reserved, hold, wrap up, not ready, logout
- D. login, not ready, ready, available, reserved, talking, hold, wrap up, not ready, logout

Answer: C

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